

## RFP2015-09 - Questions / Responses

Item	Question	RFP Page	RFP Section	Paragraph	Response
1	Can NHSLC provide the pricing worksheet in Microsoft Excel format at this time?	29 & 30	Exhibit D		Yes NHSLC will provide. Please see NHSLC website to download.
2	The third through 18th rows (Starting with "VeriFone MX915 payment terminal in Black" do not have a qty identified. Should all those be assumed to be 267?	29	Exhibit D "Point of Sale Terminals"		Yes, 267 bundled units will be ordered but Vendor need to price individually
3	Can the NHSLC identify a target date for delivery of the bundles required for testing?	6	5.5 Testing	4	We would prefer these units as soon as possible; preferably within 14 days of award
4	As noted, the required completion date in June 30, 2015. Can the estimated start date of the deployment be identified at this time?	7	5.14	8	Possible start date in early June 2015. The start date will be determined by our POS software Vendors completion of an interface required for business processes that is needed. That project and the VeriFone terminals are expected to be rolled out at the same time. Our hard stop is early August so there is some flexibility.
5	Please confirm that if the 24 hour cancellation is invoked, that all previously performed installations, product procurements, and any/all services and products acquired on behalf of supporting this project will be paid at the identified rates in the RFP response.	8	6.5	2	This clause is really about non-performance or severe breach of contract. State will provide payment for any product or services that the NHSLC has accepted.
6	At what time are subcontractors to be identified and approval for their use granted? Is this to be identified in the RFP or through some other means of communication?	8	6.6	3	This should be identified in the RFP response. For example if the OEM Warranty is 3 years then please propose an additional 2 years warranty coverage; if OEM is 1 year please provide and additional 4 years warranty coverage etc.
7	Is your request for stated warranty specific to OEM warranty coverage or 5 years worth of maintenance coverage from the service provider? Please clarify.	6	5.7	3	This should be identified in the RFP response. For example if the OEM Warranty is 3 years then please propose an additional 2 years warranty coverage; if OEM is 1 year please provide an additional 4 years warantry coverage etc.
8	As pertaining to "warranty" please clarify the statement this will be done at no additional charge. The provided pricing document clearly provides an area to price such coverage.	6	5.7	3	Vendor must warrant the workmanship of their services is of the highest calibre. If a product is under warranty NHSLC would expect the vendor to remove and replace the device in accordance with the contract at no additional cost. (i.e. if a keypad fails on a terminal NHLSC would expect that the Vendor replace the device without any additional cost to NHSLC)
9	Please confirm clarify that this only applies to delays, not to paying for damaged equipment or extra time/expense to repair such equipment.	7	6.2	9	Vendor should be aware that if their resources damage products (i.e. during installation; drop and break a display screen etc.) the Vendor will be responsible for ensuring they are replaced at no additional cost to the State
10	Does this this entail anything additional other than normal 7-year criminal background check and drug tests	8	6.7	4	Our concern is with regard to maintaining security standards and compliance. Vendor staff should be aware they may be challenged to provide Vendor company identification at any store.
11	What is the expected method of the vendor "ensuring payment"? Is this just outlining the vendors responsibility to notify NHSLC of non-receipt of payment? Please identify how you wish to receive such communication and at what timeframe.	9	7.2	3	The Vendor is responsible for ensuring they are paid. If they have not been paid per the contract terms we would expect the Vendor to escalate their need for payment. Communication may be made by email or postal mail.

12	Please confirm that M132-409-01-R is acceptable part number for the VeriFone MX915	5	5.2.1.1		The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
13	Please confirm that E-367-0441 is an acceptable part number for the swivel pedestal. We will also supply a MX915 adapter PN MET132-010-01-A	5	5.2.1.2		The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
14	Please confirm this is an acceptable part number PWR132-003-01	6	5.2.1.7	2	The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
15	Please confirm this is an acceptable part number 23740-02-R	6	5.2.1.8	3	The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
16	Please confirm this is an acceptable part number P132-602-00-R	6	5.2.1.10	5	The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
17	Please confirm this is an acceptable part number STY132-001-01-C	6	5.2.1.11	6	The Vendor will need to ensure their equipment will work at our stores. Please propose products based upon the requirements in the RFB.
18	Please note, some suppliers are stating there is currently an 8 - 12 week lead time on some of this equipment.		General		n/a
19	Who is their third party tokenization and encryption provider – i.e. POS software provider, Payment processor (Bank of America), etc.?		General		Will be provided upon Contract award to the Vendor
20	Contact information for encryption provider?		General		Will be provided upon Contract award to the Vendor
21	Who is responsible for creating the injection configuration to include key & forms?		General		This will be done with Acquirer in conjunction with VeriFone and Encryption provider
22	Will we be placing the MX-915 in the exact same location as the current pinpad? If not, have they confirmed there is real estate on the cash wrap to support the new stand? Will we need to drill holes in counter? If so, what is countertop material and thickness?		General		The MX-915 location will replace the current MX-870 location on the lanes. We cannot answer if holes will need to be drilled or not as we are not privy to the dimensions of the pedestals a vendor will use. Vendor should anticipate drilling holes if necessary. Most countertop material at our stores are made from a stainless steel top on a wood frame. Due to varying fabricators used we cannot provide a measurement of thickness. Typically we see 3/4 #8 and #10 self tapping pan head metal screws being used.
23	Who is NHSLC's acquirer? The ESO and encryption provider would need to be certified with your acquirer and the acquirer would need to be willing to provide the key.				Bank of America
24	What is NHSLC's POS software?				ACR RETAIL 2000
25	Are there additional software applications that need to be loaded?				A tokenization key will be provided by a separate Vendor to be installed at store or loaded prior to deployment. The key will be provided after testing has been completed.
26	What level of PCI DSS Compliance are you looking for? Typically the OEM manufacturer, merchant and the acquirer need to meet these requirements. Most service providers are not PCI DSS compliant. The ESO and encryption provider is authorized by Visa and Mastercard.				A Vendor is required to certify with the State that they meet the standards for PCI Compliance
27	Are you flexible with the June 30, 2015 deployment timeline?				See item #4.
28	If not, what is NHSLC's plan with Verifone to ensure that this time line is met? Verifone typically needs a 8-12 week lead time.				The State is not working directly with Verifone. It is expected that the Vendor will work or already has a relationship with VeriFone

29	On Section 5.7 Warranty – We can provide an OEM extended warranty to meet the requirements. To clarify you are not looking for on-site hot swaps? If you are, what is the service level that you are seeking?	Our preference is for hot swaps Same Day or on-hand units to be made available to our break/fix services unit
30	5.1.1 – “A Certified and Approved Key Injection services company” DataMax is not a directly approved injection company, we subcontract this work to another provider whom is directly authorized to perform key injections for Verifone. Will this be acceptable to NHLC?	Your subcontractor would need to be approved by Bank of America for this work
31	5.1.4 – “Uninstallation of NHLC current Verifone Payment Terminals” As a large acquirer of Point of Sale equipment, DataMax may be interested regardless of the award of this project, in purchasing or recycling the de-installed equipment. Are you able to share the model number at this time?	We currently use MX870 series (multiple models). Devices will be wiped and provided for sale at State auction. NHSLC cannot sell to you directly.
32	5.3 - Experience – what is the process for obtaining certification and approval from the state’s acquirer? Is this something that can be obtained prior to installation?	We do not know. Please contact Bank of Amercia merchant services.
33	5.5 – Testing – Will the two testing bundles be paid for by NHLC?	Yes
34	5.13 – PCI-DSS 3 Certification – If our company is not currently PCI DSS 3 Certified, are we able to subcontract that work to a partner that is?	Yes. The prime Vendor is responsible for all subcontractor work and services.
35	Will all of the questions posted from each vendor be shared with the other participating vendors?	Yes